

PATENT
10/005,680

B. AMENDMENTS TO THE CLAIMS

In order to better assist the Examiner with the prosecution of the case, the current pending claims have been included in their entirety for which reconsideration is requested.

1. (Previously Presented) A method for publishing call queue characteristics comprising:

monitoring a plurality of characteristics of an on hold system; and

responsive to a selection by a caller currently waiting within said on hold system of a particular format from a menu of a plurality of available formats for publishing said plurality of characteristics, transferring said plurality of characteristics to said caller in said particular format.

2. (Original) The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

3. Previously Cancelled.

4. (Previously Presented) The method for publishing call queue characteristics according to claim 1, wherein said particular format for publishing said plurality of characteristics further comprises at least one from among a voice format, a text format, a video format, and a graphical format.

AUS920010945US1

3

PATENT
10/005,680

5. **(Previously Presented)** The method for publishing call queue characteristics according to claim 1, wherein transferring said plurality of characteristics further comprises:

transferring said plurality of characteristics in said particular format to an interface specified by said caller.

6. **(Previously Presented)** The method for publishing call queue characteristics according to claim 1, wherein monitoring a plurality of characteristics further comprises:

monitoring an expected subject matter selection of a plurality of calls currently on hold within said on hold system.

7. **(Original)** The method for publishing call queue characteristics according to claim 1, further comprising:

filtering a preferred selection from among said plurality of characteristics according to output preferences for said caller.

8. **(Previously Presented)** A system for publishing call queue characteristics comprising:

an on hold system for managing a plurality of calls waiting on hold;

means for monitoring a plurality of characteristics of said on hold system; and

means responsive to a selection by a caller currently waiting within said on hold system of a particular format from a menu of a plurality of available formats for publishing said plurality of characteristics, transferring said plurality of characteristics to said caller in said particular format.

AUS920010945US1

4

PATENT
10/005,680

9. (Original) The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

means for monitoring at least one from among a current activity status of said on hold system, an estimated activity status of said on hold system, a historical average activity status of said on hold system, and a historical average activity status of at least one current caller on hold within said on hold system.

10. Previously Cancelled.

11. (Previously Presented) The system for publishing call queue characteristics according to claim 8, wherein said particular format for publishing said plurality of characteristics further comprises at least one from among a voice format, a text format, a video format, and a graphical format.

12. (Previously Presented) The system for publishing call queue characteristics according to claim 8, wherein said means for transferring said plurality of characteristics further comprises:

means for transferring said plurality of characteristics in said particular format to an interface specified by said particular caller.

13. (Previously Presented) The system for publishing call queue characteristics according to claim 8, wherein said means for monitoring a plurality of characteristics further comprises:

means for monitoring an expected subject matter selection of said plurality of calls currently on hold within said on hold system.

AUS920010945US1

5

PATENT
10/005,680

14. (Original) The system for publishing call queue characteristics according to claim 8, further comprising:

means for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller.

15. (Previously Presented) A computer program product for publishing call queue characteristics, said computer program product comprising:

a recording medium;

means, recorded on said recording medium, for monitoring a plurality of characteristics of an on hold system; and

means, recorded on said recording medium, for enabling transfer of said plurality of characteristics to a particular caller in a format specified by said particular caller while waiting within said on hold system from a menu of a plurality of available formats for publishing said plurality of characteristics.

16. (Original) The computer program product for publishing call queue characteristics according to claim 15, wherein said means for enabling transfer of said plurality of characteristics further comprises:

means, recorded on said recording medium, for enabling transfer of said plurality of characteristics in said particular format to an interface specified by said particular caller.

AUS920010945US1

6

PATENT
10/005,680

17. (Original) The computer program product for publishing call queue characteristics according to claim 15, wherein said means for monitoring a plurality of characteristics further comprises:

means, recorded on said recording medium, for monitoring an expected subject matter selection of said plurality of calls currently on hold within said hold system.

18. (Original) The computer program product for publishing call queue characteristics according to claim 15, further comprising:

means, recorded on said recording medium, for filtering a preferred selection from among said plurality of characteristics according to output preferences for said particular caller.

19. (Previously Presented) A method for interface specific call queue publishing comprising:

monitoring a plurality of characteristics of an on hold system; and

responsive to a selection by a caller through a telephony based communication while on hold within said on hold system of a particular interface from among a plurality of available interfaces for publishing said plurality of characteristics, transferring said plurality of characteristics to said particular interface selected by said caller.

20. (Previously Presented) The method for interface specific call queue publishing according to claim 19, wherein said particular interface comprises at least one from among a wireline telephone, a wireless telephone, a personal computer, a pervasive device, and an account server.

AUS920010945US1

7

PATENT
10/005,680

21. (Original) The method for interface specific call queue publishing according to claim 19, further comprising:

filtering a selection of characteristics from among said plurality of characteristics according to output preferences of said caller.

22. (Original) The method for interface specific call queue publishing according to claim 19, further comprising:

outputting a call tracking number and network address to said caller; and

responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address, transferring said plurality of characteristics to said caller accessible interface.

23. (Previously Presented) The method for interface specific call queue publishing according to claim 19, further comprising:

receiving a caller account identifier as said particular interface; and

transferring said plurality of characteristics via a network in an electronic mail to an account server serving said caller account identifier.

AUS920010945US1

8

PATENT
10/005,680

24. **(Previously Presented)** The method for interface specific call queue publishing according to claim 19, further comprising:

receiving a caller messaging identifier as said particular interface; and

transferring said plurality of characteristics in an instant message to said caller messaging identifier via a network.

25. **(Previously Presented)** A system for interface specific call queue publishing comprising:

an on hold system for managing a plurality of calls waiting on hold;

means for monitoring a plurality of characteristics of an on hold system; and

means responsive to a selection by a caller through a telephony based communication while on hold within said on hold system of a particular interface from among a plurality of available interfaces for publishing said plurality of characteristics, for transferring said plurality of characteristics to said particular interface selected by said caller.

26. **(Previously Presented)** The system for interface specific call queue publishing according to claim 25, wherein said particular interface comprises at least one from among a wireline telephone, a wireless telephone, a personal computer, a pervasive device, and an account server.

27. **(Original)** The system for interface specific call queue publishing according to claim 25, further comprising:

means for filtering a selection of characteristics from among said plurality of characteristics according to output preferences of said caller.

AUS920010945US1

PATENT
10/005,680

28. (Original) The system for interface specific call queue publishing according to claim 25, further comprising:

means for outputting a call tracking number and network address to said caller ; and

means responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address, for transferring said plurality of characteristics to said caller accessible interface.

29. (Previously Presented) The system for interface specific call queue publishing according to claim 25, further comprising:

means for receiving a caller account identifier as said particular interface; and

means for transferring said plurality of characteristics via a network in an electronic mail to an account server serving said caller account identifier.

30. (Previously Presented) The system for interface specific call queue publishing according to claim 25, further comprising:

means for receiving a caller messaging identifier as said particular interface; and

means for transferring said plurality of characteristics in an instant message to said caller messaging identifier via a network.

AUS920010945US1

10

PATENT
10/005,680

31. (Previously Presented) A computer program product for interface specific call queue publishing comprising:

a recording medium;

means, recorded on said recording medium; for monitoring a plurality of characteristics of an on hold system; and

means, recorded on said recording medium, for enabling transfer of said plurality of characteristics to a particular interface from among a plurality of available interfaces selected by said caller through a telephony based communication while on hold within said on hold system for publication of said plurality of characteristics.

32. (Original) The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recorded on said recording medium, for filtering a selection of characteristics from among said plurality of characteristics according to output preferences of said caller.

33. (Original) The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recording on said recording medium, for controlling output of a call tracking number and network address to said caller; and

means, recorded on said recording medium, for controlling transfer of said plurality of characteristics to said caller accessible interface responsive to detecting said call tracking number entered through a caller accessible interface accessing said network address.

AUS920010945US1

11

PATENT
10/005,680

34. **(Previously Presented)** The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recorded on said recording medium, for enabling receipt of a caller account identifier as said particular interface; and

means, recorded on said recording medium, for controlling transfer of said plurality of characteristics via a network in an electronic mail to an account server serving said caller account identifier.

35. **(Previously Presented)** The computer program product for interface specific call queue publishing according to claim 31, further comprising:

means, recorded on said recording medium, for enabling receipt of a caller messaging identifier as said particular interface; and

means, recorded on said recording medium, for controlling transfer of said plurality of characteristics in an instant message to said caller messaging identifier via a network.

AUS920010945US1

12